

# HandyDART Modernization Program

**Public Engagement**  
**March 29-April 25, 2021**

重要信息！请让别人给您翻译这通告。

重要資訊！請讓別人給您翻譯這通告。

ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ! ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ  
ਲਈ ਇਸਦਾ ਅਨੁਵਾਦ ਕਰਵਾਓ।



# What is the HandyDART Modernization Program?

**We're considering a package of updates to modernize HandyDART, our door-to-door transit service for people who are unable to navigate conventional public transit without assistance.**

Our goal is to improve the customer experience from start to finish, including:

- 1. Bringing Compass to HandyDART** – In Fall 2020, we received approval to roll out Compass on HandyDART. This has been a longstanding commitment to ensure HandyDART customers have access to the same payment products and services as customers on the conventional system.
- 2. Potential New Fare Structure** – The roll out of Compass presents an opportunity to change the HandyDART fares to be more consistent with conventional transit fares and allow for easier transfers between HandyDART and conventional transit. The cornerstone of this potential HandyDART fare structure is the introduction of age-based discounts, currently only available to customers on conventional transit. With this change an estimated 70% of HandyDART customers would be eligible for age-based discounts (concession fares) and pay less than they do today.
- 3. Potential New Registration Process** – With a growing population of older adults and the possible introduction of age-based discounts, we expect demand for HandyDART service to continue to increase. To manage this demand and ensure customers are paired with the transit mode that best meets their needs, we are considering a new registration process that would include a personal consultation.
- 4. Online Booking System** – In addition to the existing telephone booking system, we're working towards a new online booking system, which would give HandyDART customers another convenient and flexible way to book their trips.



# Why are changes needed?

**We're modernizing HandyDART to ensure the service is reliable and available for those who need it now and in the future.** HandyDART is an essential part of Metro Vancouver's transit network, and demand is expected to grow in coming years.

**We know that excellent transportation options contribute to an improved quality of life.** We need to ensure HandyDART continues to provide customers with an accessible connection to the communities and services that matter most.

**The upgrades we're considering would make it easier for customers to use both HandyDART and the conventional transit system.** TransLink provides a comprehensive public transportation system, and we want to ensure customers are empowered and supported to use the services that best meet their needs, including a combination of HandyDART, bus, SkyTrain, SeaBus, and West Coast Express.



**We know how important HandyDART is to our customers.** Whether you're a current or future customer, a caregiver or loved one, or someone who works with people who have disabilities, we want your feedback on the potential changes. It will help guide how we would implement the changes and let us know what information and resources our customers need for these new services.



# 1. Compass for HandyDART

The word "Compass" is written in a light blue, sans-serif font on a light blue rectangular background that is tilted upwards to the right. The background is set against a solid blue background.

# We're rolling out Compass to HandyDART

## Planning is now underway to roll out Compass for HandyDART customers in Fall 2021.

Compass will allow customers to travel easily between HandyDART and conventional transit. Compass is:

**Convenient** – load your choice of fare onto a Compass Card online, by phone, or at a Compass Vending Machine. You can also select AutoLoad to renew a monthly pass or to top up your balance when it drops below \$5.

**Easy-to-use** – To pay your fare, simply tap your Compass Card on the reader – on buses, at stations, and soon on HandyDART. HandyDART operators will be available to help individuals who cannot tap their Compass Cards independently.

**Secure** – To protect your balance, register your Compass Card. If it is lost or stolen, you can report it to freeze the balance and transfer it to a new card.

## Stay tuned!

In the coming months, we will be sharing information on how to get a Compass Card, how to load fares, and how to use it for travel.

### FareSavers & Cash

We'll continue to sell and accept FareSaver tickets for travel on HandyDART as we plan for Compass. Unused FareSavers will be accepted indefinitely. We will continue to accept cash fares on HandyDART as we do on conventional transit.

## 2. Potential New Fares





# How would HandyDART fares change?

Currently, the price of each HandyDART trip is a 1-Zone Adult fare. We’re considering the following changes to the HandyDART fares:

- Offering Concession fares on single trips; for those 5-18 years old, or 65 and older;
- Offering Concession Monthly Passes, which grant unlimited travel on HandyDART and conventional transit for one month for a flat fee. These are currently available to eligible customers using conventional transit; and
- Allowing DayPasses, which grant unlimited travel on HandyDART and conventional transit for one day for a flat fee.

Approximately 70% of HandyDART customers would pay less in fares and everyone else would pay the same as today

		HandyDART Fares	
AGE	FARE TYPE	CURRENT	POTENTIAL
19-64 (adult)	1-Zone Cash	\$3.00	\$3.00
	1- Zone Stored Value on Compass Card	Not currently available to HandyDART customers	\$2.40
	1- Zone FareSaver	\$2.40	Discontinue sales after transition period
	1- Zone Monthly Pass on Compass Card	\$98	\$98
5-18 and 65+ (concession)	1- Zone Cash	\$3.00	\$1.95
	1- Zone Stored Value on Compass Card	Not currently available to HandyDART customers	\$1.95
	1- Zone FareSaver	\$2.40	Not available for concession
	Monthly Pass on Compass Card	\$98 (one zone)	\$56 (allows travel through all zones)

\* Fares as of April 2021. Fare increases occur on an annual basis on July 1st and are subject to Board approval.  
\*\* For simplicity, additional fare products, such as day passes, are not shown but will become available to HandyDART customers





# How would HandyDART fares change?

**Providing age-based discounts on HandyDART was a recommendation of the Transit Fare Review. This potential change in fares reflects that recommendation.**

Age-based discounts on HandyDART would result in approximately 70% of customers paying less in fares, while the remainder would pay the same.

We expect the discounts, along with the growing population of older adults in coming years, to increase demand for HandyDART service.

The CNIB Card and the BC Bus Pass will remain valid only on the conventional transit system and not on HandyDART.

U-Pass BC would continue to be accepted on HandyDART.

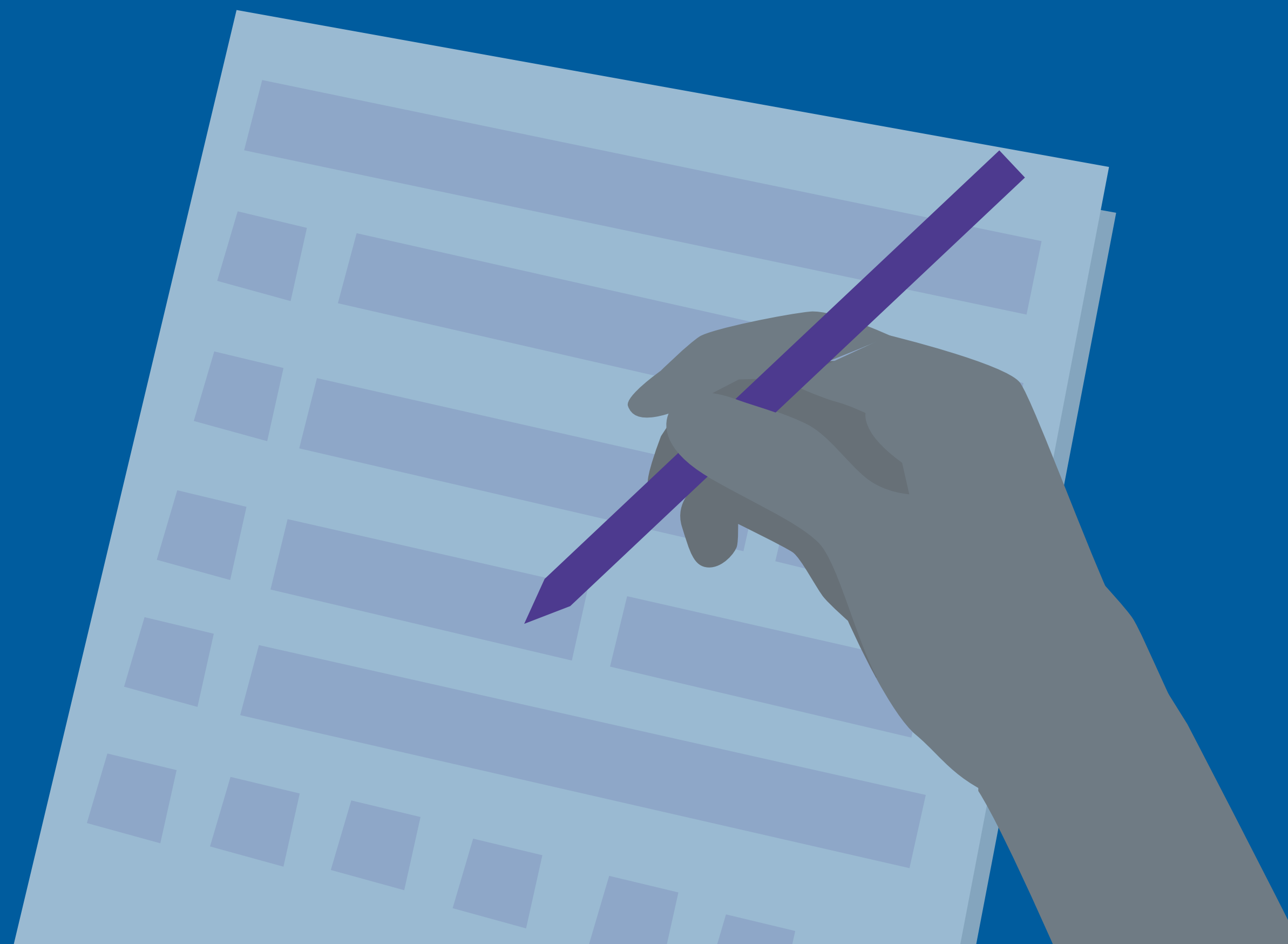
No changes are proposed for HandyCard benefits. A HandyCard holder would still be allowed to pay a concession fare on conventional transit regardless of their age.



If approved by TransLink's Board of Directors, the fare changes could take effect in Fall 2021 at the same time Compass is rolled out on HandyDART.



# 3. Potential New Registration Process





# Why we're reviewing the **HandyDART** registration process

**We're considering making the HandyDART registration process more personalized to the needs and abilities of our customers.**

Many customers with disabilities may benefit from using **both HandyDART and conventional transit** (e.g., SkyTrain, bus, SeaBus, and West Coast Express), depending on their needs and abilities.

While they may need HandyDART for some trips, under certain circumstances, conventional transit may offer greater **spontaneity and flexibility of travel**.

When customers with disabilities take conventional transit for their trip, **that can open up capacity and availability of HandyDART for other trips**.

To ensure all customers applying for HandyDART are matched to the transit services that best meet their needs, we're considering updating the registration process to include a new **personal consultation**.

Customers would discuss their travel abilities and needs with a healthcare professional who is knowledgeable about TransLink's transit services, and together they would explore the transit options that would **work best for the customer**.





# How did we **get here?**

**We're committed to putting customers at the centre of any changes.**

Our goal is to create a new process that is personalized to the needs and abilities of customers, and supports their independent travel.

This would also ensure HandyDART remains a high-quality service as the population ages and demand continues to grow.

## **March 2017:**

The TransLink Board of Directors endorsed a recommendation to “collect more substantive information on registrants’ abilities” as part of the Custom Transit Service Delivery Review.

## **Late 2019:**

TransLink worked with HandyDART customers, caregivers, support workers, and members of the HandyDART Users’ Advisory Committee to start updating the registration process.

## **Today:**

We’re sharing a potential approach for the new HandyDART registration process and collecting your feedback.

## **Mid 2021:**

We’ll report back to the TransLink Board of Directors on what we learn from you and seek approval to begin implementation planning.

## **2021–2022:**

We’ll continue to seek your feedback as we develop detailed plans for implementation.

## **2023:**

Possible launch of the new registration process.





# What we did in **the Fall of 2019**

**We worked with those who know HandyDART best to redesign the registration process.**

In the Fall of 2019, we held interviews and workshops with people who have HandyDART **experience and expertise**. This included:



**40 HandyDART customers**



**27 Caregivers and frontline support staff at care homes and adult day programs**



**11 Members of the HandyDART Users' Advisory Committee (H DUAC)**



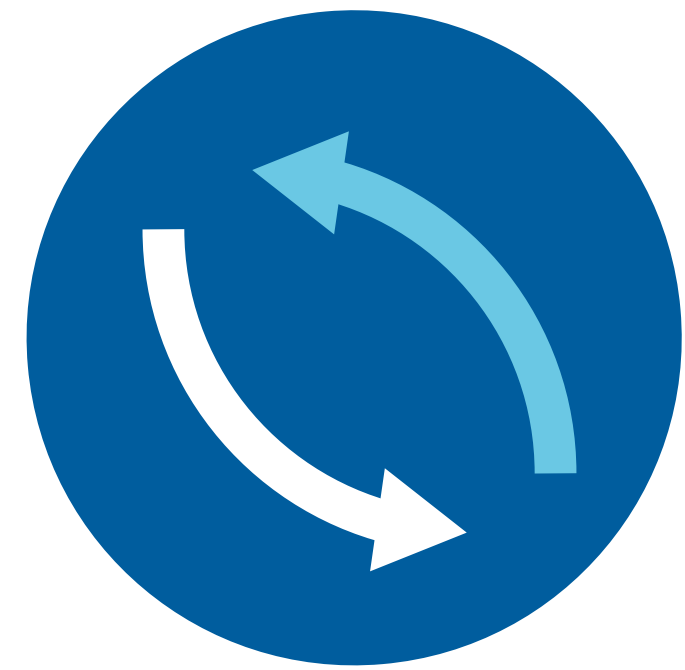
**12 HandyDART drivers and First Transit staff**

**Together, we worked to create a potential new HandyDART registration process that would be personalized to the needs and abilities of customers, increase awareness of accessible transit options, and promote independence.**



# What we heard **matters to our customers**

When we engaged with HandyDART customers and stakeholders, we heard that these five principles are crucial to building a positive registration experience.



## Two-way exchange

There should be a two-way exchange of information between TransLink and customers, where both parties benefit from an open dialogue.



## Curiosity and education

The conversation between the healthcare professional and customer should be open and curious, exploring all transit options available.



## Flexibility and fit

It should be easy for the customer to schedule the consultation into their day, and convenient for them to attend.



## Trust

The customer should feel like they can trust the healthcare professional's knowledge of disabilities and TransLink's transit services.



## Transparency

There should be no surprises. Customers should know what to expect during the consultation and understand how their eligibility has been determined.




The healthcare professional must also believe the customer's description of their lived experience.

# How would **registration change?**





The current registration process would be updated to include a personal consultation with a healthcare professional who is knowledgeable about disabilities and TransLink’s transit services.



The purpose of the personal consultation would be to:

-  Discuss travel needs and abilities
-  Provide information on HandyDART **and** TransLink’s conventional transit services
-  Explore which transit options best meet the individual needs and abilities of each customer

There would be four steps to register for HandyDART in the new process:

-  Submission of an application form
-  Booking the personal consultation
-  Participation in the personal consultation
-  Receipt of the eligibility determination



# Step 1: Submitting an application

## Streamlining the application form.

The application form would provide information about HandyDART and TransLink's conventional transit services, letting customers know about the options available.

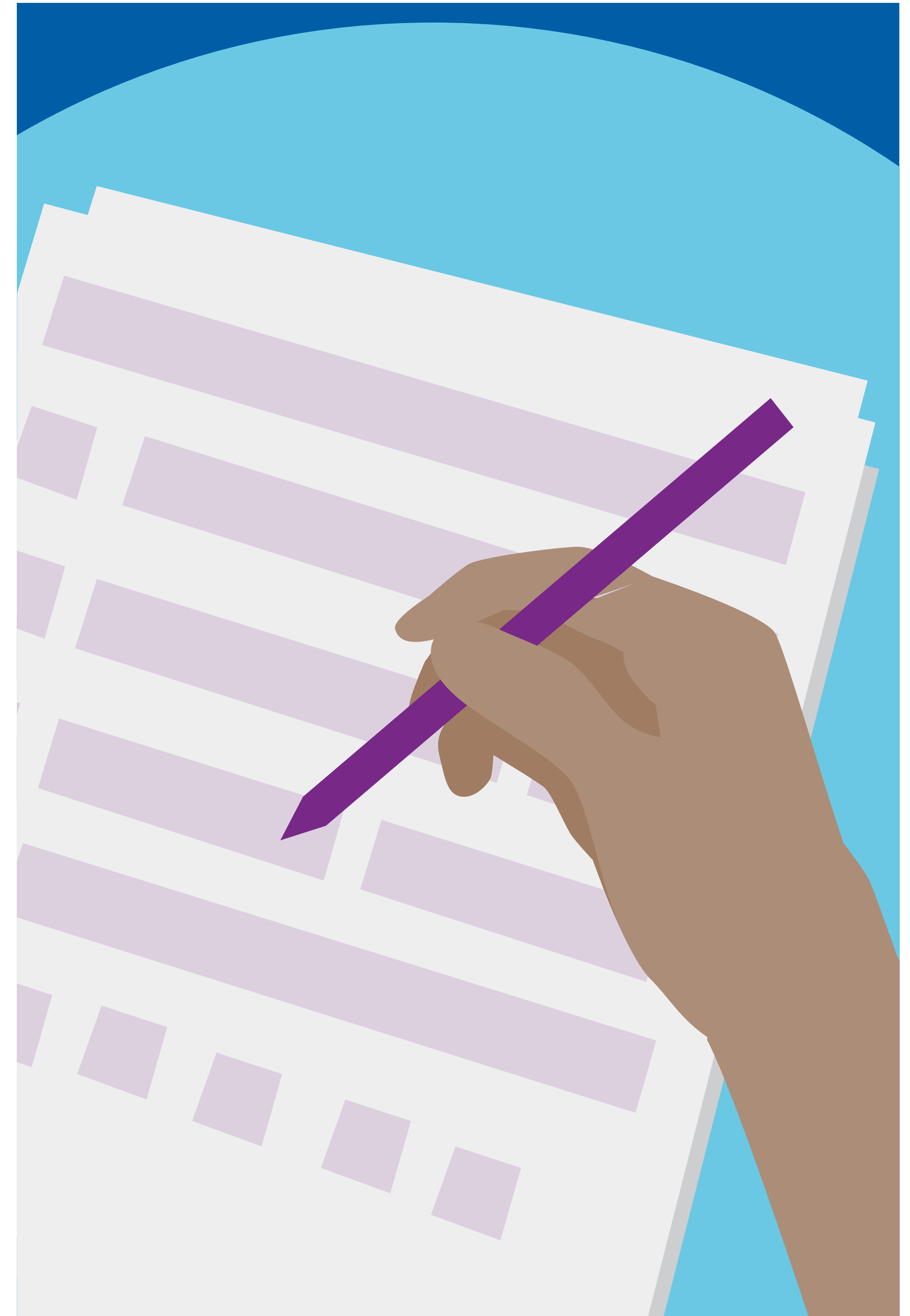
**Customers would complete the form** by providing their personal information (e.g., home address and age) and a brief description of their disability, travel abilities, and limitations.

After reviewing the form, **TransLink would contact the customer to book the personal consultation.**

Not all customers would be asked to participate in a personal consultation. In select circumstances, the customer may be given direct approval and their registration will be complete.

**Today, customers need a healthcare provider to sign their application form,** verifying the needs and abilities described. To simplify this step of the process, **we would remove this requirement.**

Current HandyDART customers would not be asked to re-register at implementation of the new registration process but could be asked to participate in the future to ensure we are delivering the right service for their needs.



## Step 2: **Booking** the personal consultation

**We want the new updated registration process to be as easy as possible, which means supporting customers before the personal consultation takes place.**

Customers would speak with a customer care representative to book their consultation.

**They would choose a time which fits their schedule and may be given the option of one or more consultation locations in Metro Vancouver.**

The length of the consultation session would depend on the customer's needs, but should take no longer than 30 minutes to an hour.

The representative would let the customer know what to expect and answer any questions.

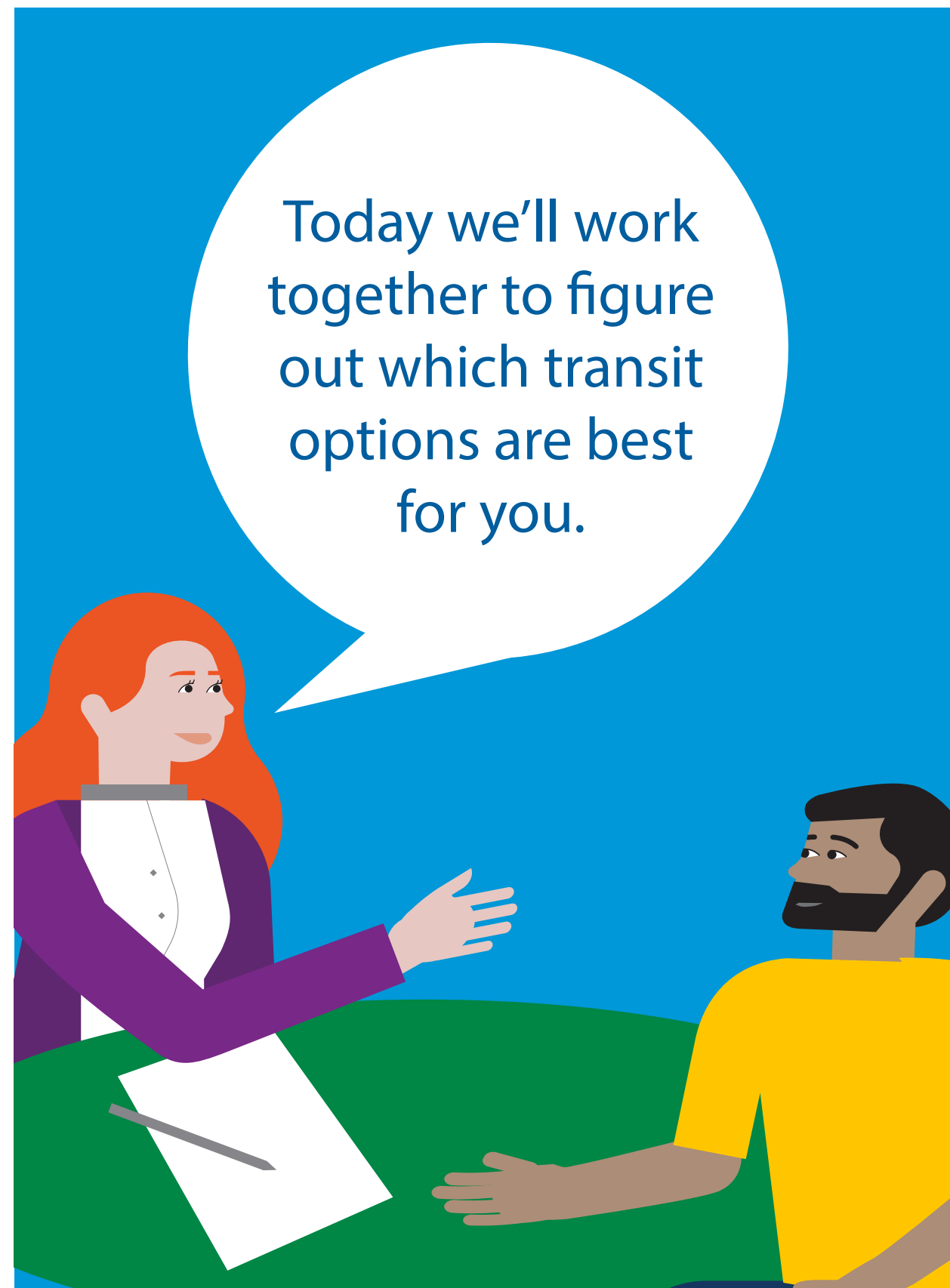
To make travelling to and from the consultation easier, **customers could be offered a trial HandyDART ride.** Future HandyDART registration process may include a combination of in-person, virtual, and phone consultation, with interview or mobility assessment components.





# Step 3: Participating in the personal consultation

Customers would meet with a healthcare professional who has an understanding of disabilities and TransLink's transit services. Together, they would explore the transit options that best suit the customer's needs.



## 1. Welcoming the customer

The healthcare professional welcomes the customer, describes the goal of the session, and **lets them know what to expect.**



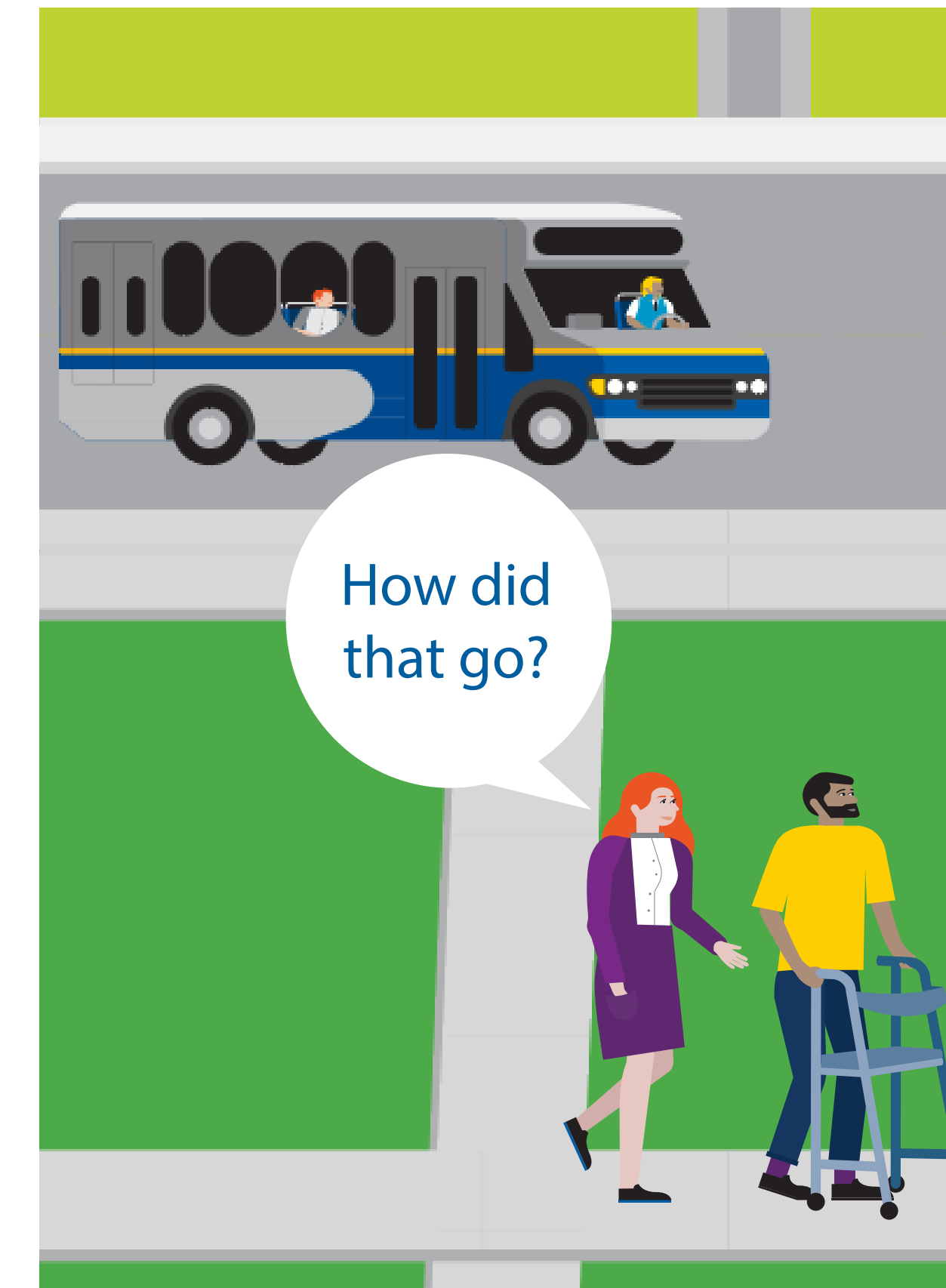
## 2. Getting to know the customer

Together, they **discuss the customer's abilities, daily life, travel habits, and needs** — including how those may change from day-to-day.



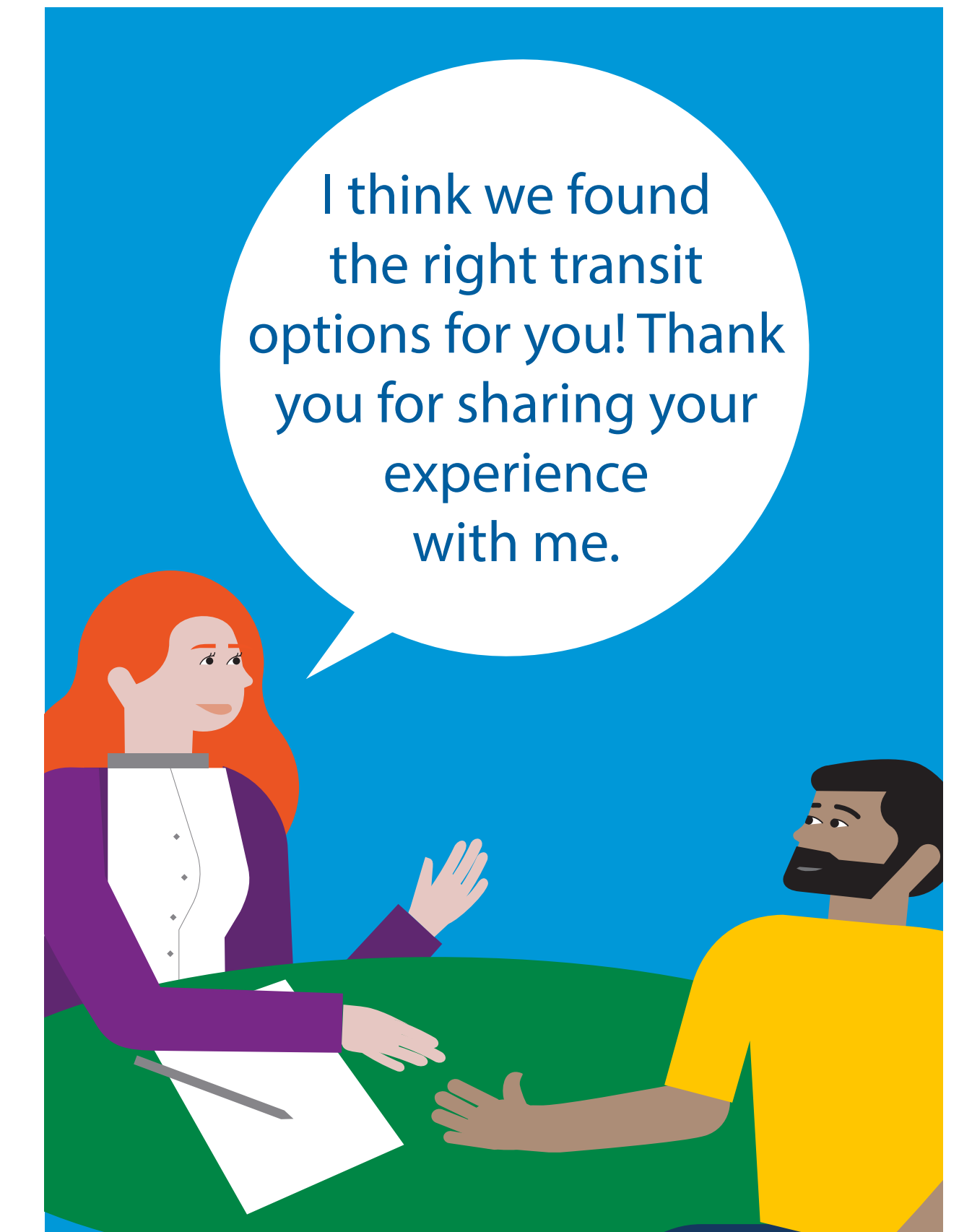
## 3. Exploring travel options

They explore travel options and **discuss HandyDART services, the accessibility features available on conventional transit, and accessible routes to transit.**



## 4. Heading outside

**If safe and reasonable,** the customer and healthcare professional may **go for a walk outside and try boarding a transit vehicle.** They discuss what went well and what was challenging.



## 5. Reviewing the recommendation

The healthcare professional **shares their eligibility recommendation.** The customer is invited to ask questions, and together they discuss any points that may have been missed.

## Step 4: Receiving the **eligibility determination**

The personal consultation would result in an abilities-informed decision about the customer's eligibility to receive HandyDART services.

The healthcare professional would share their eligibility recommendation with the customer and answer any questions. If the customer disagrees, **they would discuss their concerns together and the healthcare professional would listen to any new information.**

If conventional transit is the best option for the customer to use some or all of the time, **the healthcare professional would offer options for travel training and support.**

The eligibility recommendation would be sent to TransLink's Access Transit team, who make the final decision.

A letter would be sent to the customer with the final decision. **If the customer disagrees, they could request an appeal through TransLink.**





# Understanding the **eligibility determination**

There are four possible outcomes for customers who would complete the potential new registration process:



Some customers would require HandyDART for all of their trips. These customers would receive **unconditional eligibility**.



Other customers may only require HandyDART temporarily. These customers would receive **temporary eligibility**.



Other customers may benefit from using both HandyDART and conventional transit, depending on the trip. They may even use both within a single trip. These customers would receive **conditional eligibility**.



Finally, for some customers, it may be determined at the personal consultation that **conventional transit best meets their needs for all trips**.

## Example of conditional eligibility:

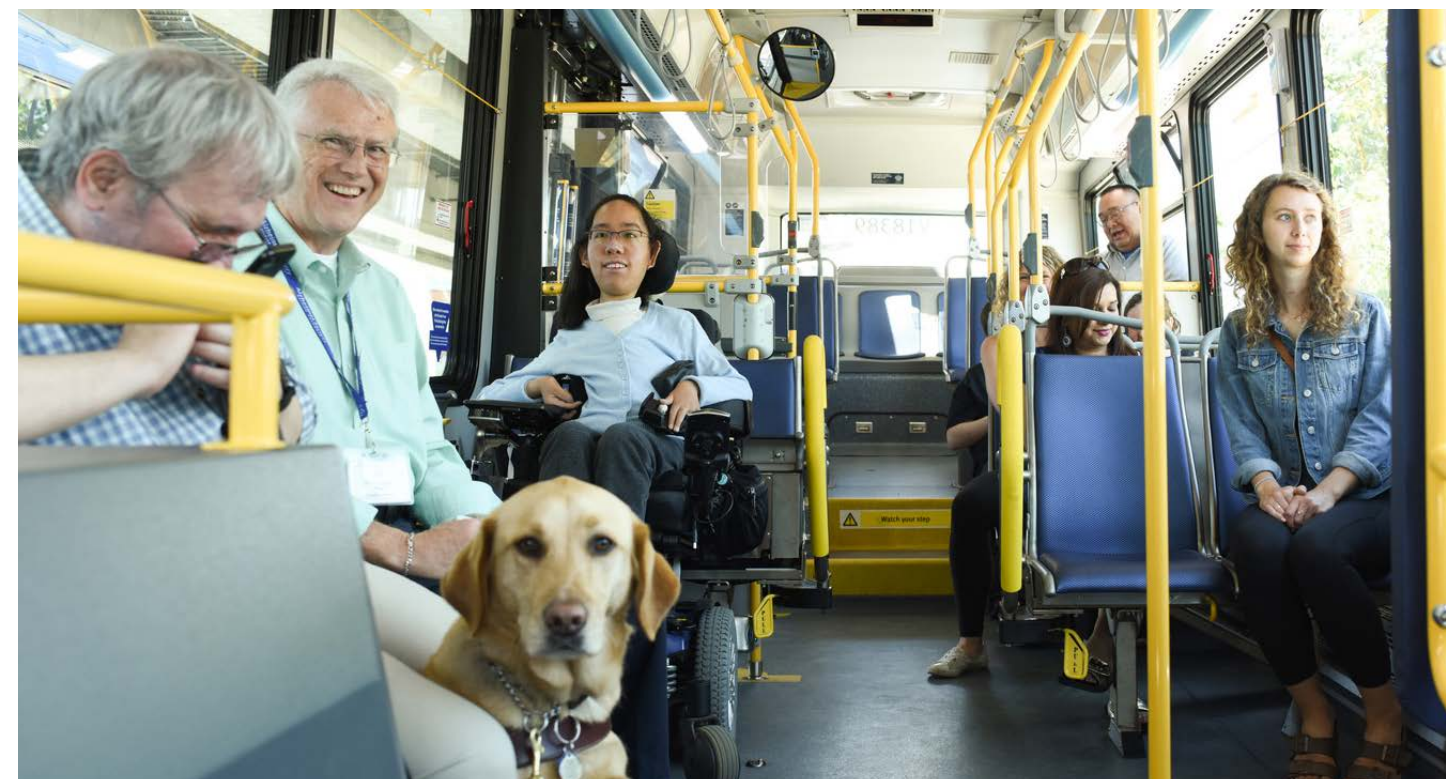
### Day/Night:

Customers with a low-light visual disability may be able to take conventional transit during the day, but not when it is dark. They may receive conditional eligibility based on the time of day they are travelling.



# The TransLink Family of Services

TransLink provides one of the most accessible transit systems in Canada.



## What is Family of Services?

Family of Services is a program which combines HandyDART and conventional transit (e.g., SkyTrain, bus, SeaBus or West Coast Express) into a single, integrated system. Customers may use HandyDART for some trips and conventional transit for others. Or they may use both within a single trip.



## SkyTrain and Canada Line

All stations have:

- A reduced gap between the platform and the train to accommodate those with mobility devices.
- Accessible elevators.
- Features for people with vision loss.



## Assistive Devices Program

TransLink's Assistive Devices Program provides access to the gated system for customers who are unable to tap.



## Buses and Community Shuttles

All TransLink buses have:

- Lifts and ramps.
- Wider aisles and room for two wheelchairs or mobility aids.

TransLink is implementing tactile vision aids at bus stops and bus loops.



# Additional opportunities for **training and support**

**We're committed to helping customers feel safe, comfortable, and confident when using transit.**

TransLink offers a variety of services to make using conventional transit as easy as possible for people of all ages and abilities. These include:



**In-class travel training workshops** to assist with independent travel for seniors and people with disabilities.



**Train-the-trainer workshops** for staff, volunteers, and caregivers who support seniors and people with disabilities.



**Online resources** including mobility guide training videos and a 3D virtual bus tour.



**In development:**  
**One-on-one coaching** on a conventional transit vehicle with a transit expert.



# How these changes benefit you

We're in this together and any change to current processes should benefit you, our customers.

## How these changes would benefit our customers:

### Personalized service

The personal consultation would offer one-to-one counselling on the transit options which best meet each customer's individual needs and abilities.



### Greater independence

We can ensure that customers are aware of the accessible transit services available, helping them travel with as much independence and spontaneity as possible.



## How these changes would benefit TransLink:

### Better connection to customers

The personal consultation would give us a chance to get to know our customers and help us learn how to deliver truly accessible transit services.



### Greater sustainability

Tailoring services to our customers' needs would help maintain the quality of our service as our population ages and demand for HandyDART rises.





# Help shape the future of HandyDART

## We want to hear from you.

Your feedback will inform our planning and help us make improvements to HandyDART service that reflect your experiences.

**Between March 29 and April 25, you can:**

### Complete our survey



online at **translink.ca/hdm**



by phone, call **604.953.3648**



or request a printed copy, call **604.953.3648**  
email **publicengagement@translink.ca**

**Register for our Telephone Townhall or Virtual Workshops at [translink.ca/hdm](https://translink.ca/hdm) or call 604.953.3648**

### Telephone Town Hall

6-7 p.m. | Tuesday, April 13, 2021

### Workshop #1 for HandyDART Customers and Care Givers

6-7:30 p.m. | Thursday, April 15, 2021

### Workshop #2 for HandyDART Customers and Care Givers

11-12:30 p.m. | Saturday, April 17, 2021

**Contact us** – If you have questions about the HandyDART Modernization Program and how to participate call **604.953.3648** or email us at **[publicengagement@translink.ca](mailto:publicengagement@translink.ca)**.